



Dear Customer,

The City of Milpitas is pleased to provide our consumers with pertinent information about the quality of our drinking water. This annual water quality report tells you where our water comes from, what our tests show about it, and other information. You can be assured that the safety of your water supply has remained our top priority and we will notify you immediately if there is any reason for concern about our water. We are providing this information to you so you can make informed choices about your water supply.

In 2003, the City's Utility Maintenance staff collected over 2,500 drinking water samples for which about 7000 tests were analyzed in State-certified laboratories. The water was tested for various constituents including turbidity, coliform bacteria, odor, color, total chlorine and pH. Milpitas is proud to report that the water provided to you meets all water quality standards of the State Department of Health Services (DHS) and the U.S. Environmental Protection Agency (USEPA).

Safeguarding Water Supply and System

Milpitas has raised the level of security to protect our system against possible terrorist attack. We have coordinated with law enforcement agencies, public health officials and other water utilities to ensure safety of our water system. Routine water sampling and security monitoring are among the programs we maintain.

Water Sources

In 2003, the City supplied an average of 11.4 million gallons of water per day to approximately 15,000 homes and businesses in Milpitas for indoor and outdoor use. An additional 0.68 million gallons per day of recycled water was used for landscape irrigation primarily in the industrial areas of the City.

Milpitas purchases about 60 percent of its drinking water from the San Francisco Public Utilities Commission (SFPUC) and 40 percent from the Santa Clara Valley Water District (District). In addition, we distribute recycled water for limited outdoor use. The water from SFPUC is imported from the Hetch Hetchy Reservoir located in Yosemite National Park, and supplemented with water from the Alameda watershed treated at the Sunol Valley Water Treatment Plant.

The Hetch Hetchy Reservoir, which is the largest reservoir in the SFPUC system and is filled by spring snowmelt that flows down the Tuolumne River, provides approximately 85 percent of SFPUC's total water supply. The Alameda watershed, located in



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WATER QUALITY

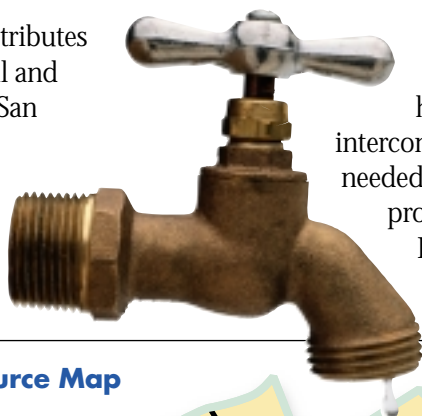
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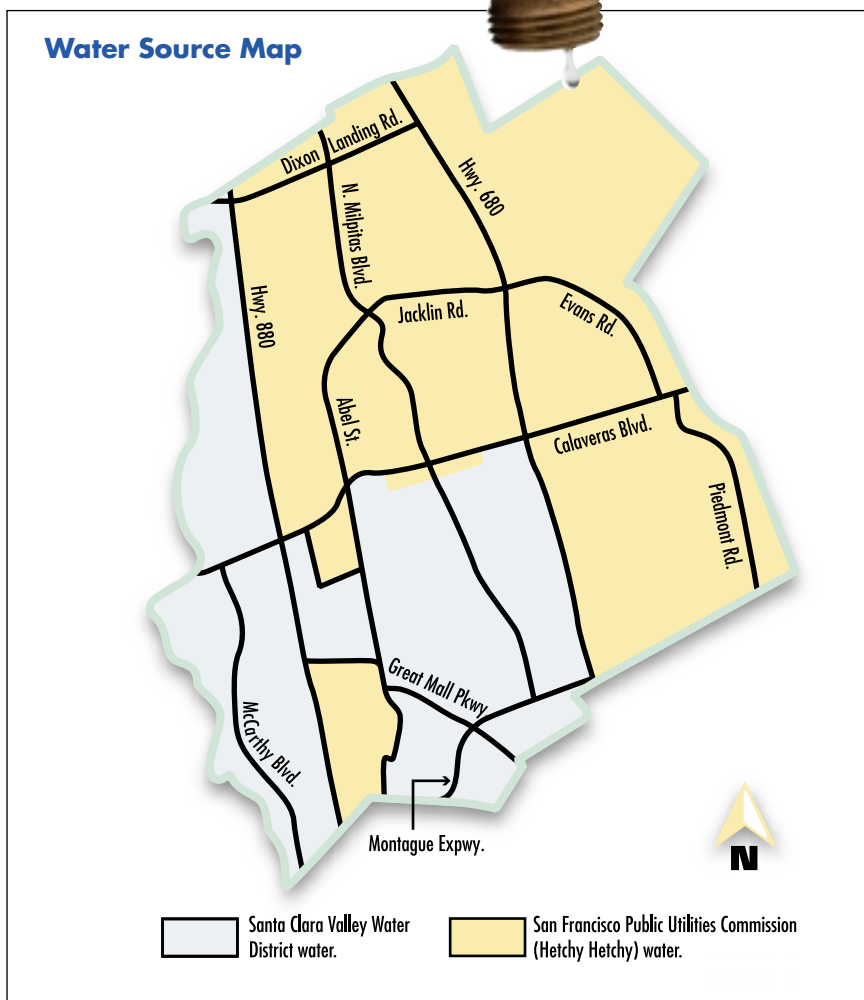
Alameda and Santa Clara Counties, contributes surface water supplies by storing rainfall and runoff in two reservoirs, Calaveras and San Antonio. This surface water source is blended with groundwater from Sunol Filter Galleries near the Town of Sunol. The SFPUC treats and filters these local water sources prior to delivery to its consumers.

The Santa Clara Valley Water District (District) provides treated surface water from two water treatment plants. District surface water is mainly imported from the South Bay Aqueduct, Lake Del Valle, and San Luis Reservoir which all draw water from the Sacramento - San Joaquin Delta watershed. The District's local water sources include Anderson and Calero Reservoirs. Milpitas normally receives water from the Penitencia Water Treatment Plant and occasionally from the Santa Teresa Water Treatment Plant if Penitencia is out of service.



The SFPUC and the District supplies are not blended under normal operating conditions, however, the service areas can be physically interconnected to provide emergency water supply if needed. With minor exceptions, SFPUC water is provided to residential areas of the City and the District water is distributed to industrial areas.

Please refer to the Water Source Map to see the water service areas.



Emergency interties exist with Alameda County Water District to the north and San Jose Water Company to the south. The Pinewood Well, located in the southern portion of the City, is available as an emergency water supply.

The SFPUC protects the natural water resources by continuously monitoring Hetch Hetchy watershed weather conditions, water turbidity levels, microbial contaminants and aqueduct disinfectant levels. The SFPUC complies with monitoring

and reporting requirements to protect its watersheds, and

Better Landscape Management

The Irrigation Technical Assistance Program (ITAP) offers **FREE** landscape evaluations to help businesses better manage their water use. Studies show potential savings of up to \$1,200 per acre of landscape. For more information, call the Santa Clara Valley Water District at (408) 265-2607 ext. 2639.

update its watershed sanitary surveys for the Hetch Hetchy supply annually. The 2003 annual update on Watershed Control Program and Sanitary Survey describes the watersheds and water supply system, identifies potential sources of contamination in the watersheds, discusses the existing and recommended watershed management practices that protect water quality, and summarizes the water quality monitoring conducted.

The SFPUC also completed a detailed drinking water source assessment in 2000. The assessment showed that SFPUC watersheds have very low levels of contaminants, and those contaminants found are associated with wildlife and, to a limited extent, human recreational activity.

The District completed a vulnerability analysis in December 2003. The District's source waters are vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. The imported sources are also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildland fires in open space areas. In addition, local sources are also vulnerable to potential contamination from commercial stables and historic mining practices. No contaminant associated with any of these activities has been detected in the District's treated water. The water treatment plants provide multiple barriers for physical removal and disinfection of contaminants. For additional information, visit the



District website at www.valleywater.org.

The City of Milpitas completed a drinking water source assessment of the Pinewood Well (emergency backup source) in January 2000. Following DHS procedures, the well is classified as vulnerable due to a nearby dry-cleaning establishment and the local sewer collection system. However, the well water is protected by clay layers, which prevent contaminants from entering the water supply. No standards have been exceeded in the well water. All assessments are available for review at the City Hall, 455 E. Calaveras Blvd. To see a copy, please call (408) 586 3348.

Water Quality — A National Priority

The City's water supply meets all safe drinking water standards. In the last few years, considerable publicity about chemicals and organisms, such as viruses, bacteria, and parasites, in municipal water supplies have become more prevalent. Some of these are discussed in more detail below.

What You Should Know About *Cryptosporidiosis* and *Giardiasis*

Cryptosporidium and *Giardia* are parasitic microbes found in most surface water supplies and can pose a potential health threat. If ingested, either may produce symptoms of diarrhea, stomach cramps, upset stomach, and slight fever. Some people are more vulnerable to *Cryptosporidium* and *Giardia* than others,





Use Water Wisely...It's a Way of Life!

Water is a precious resource vital to the existence of all living things. By conserving water, you will not only reduce your utility bills, you will help protect and preserve the environment for future generations. Less water used indoors means less treated water released into the Bay. Too much fresh or treated water can damage the delicate salt marsh habitat of the California clapper rail and salt marsh harvest mouse.

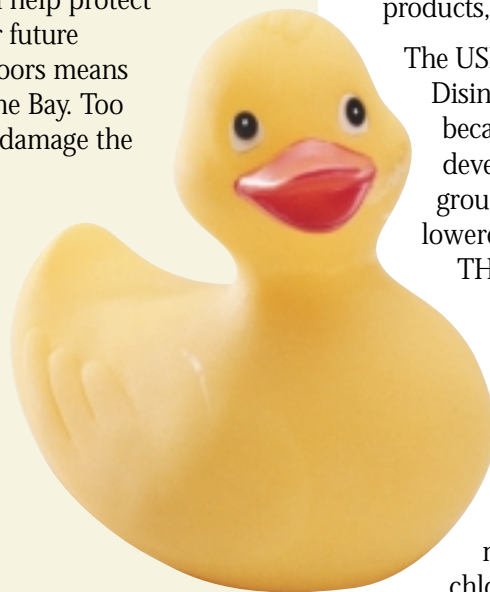
Water Conservation Programs

The City has several programs to assist consumers in saving water and becoming more aware of how to protect the environment:

FREE Water-Saving Devices for Your Home

The City provides FREE low flow showerheads and kitchen/bathroom faucet aerators that help conserve water and decrease wastewater flows. These items can be picked up at City Hall, or mailed upon request by calling (408) 586-2605.

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especially those with compromised immune systems. SFPUC tests regularly for *Cryptosporidium* and *Giardia* in both source and treated water supplies. Both were occasionally found at very low levels in SFPUC's water in 2003.

The District also tests for *Cryptosporidium* and *Giardia* in both raw source and treated water supplies on a monthly basis. In 2003, *Cryptosporidium* and *Giardia* were not detected in District's raw or treated water.

Trihalomethanes (THM)

THMs are a byproduct of the water treatment process. They are formed when natural organic material, such as the decaying vegetation commonly found in lakes and reservoirs, reacts with chlorine used to disinfect the water. This reaction produces "disinfection by-products," the most common of which are THMs.

The USEPA adopted the federal Disinfectant/Disinfectant By-product Rule (D/DBP Rule) that became effective on January 1, 2002. This rule developed a new drinking water standard for a group of five haloacetic acids (HAA5) and lowered the current standard for a group of four THMs. The San Francisco Regional Water System (SFRWS), the system that we purchase over 60% of our water from, cannot meet the new standard on a consistent basis and embarked on a project to build new chloramination facilities. The USEPA granted a two-year extension to SFPUC to make the necessary improvements to meet the new standard. The chloramination facilities were completed and placed into service in February of this year.

The City of Milpitas also applied for and received a two-year extension. Under the extension, the City was required to meet all of the monitoring requirements and notify the public if the existing THM standard was exceeded. Based on actual monitoring completed

Borrow Water Meters — Identify Conservation Opportunities

Businesses can borrow water meters from the City to help track water use and identify water conservation opportunities. There is a \$50 deposit per meter with a maximum 1-year loan period. Full deposit is returned upon verification that the meter is returned in proper working order. Call **(408) 586-2605** for additional information.

For more information on water conservation visit our website at

www.ci.milpitas.gov/citydept/publicworks/waterconservation.htm

Grow a Water Wise Garden

Outdoor water use accounts for over 50 percent of total residential water consumption. Here are some tips on how to have a water wise garden throughout the year!

- Use a hose with a shutoff valve for washing cars and watering plants.
- Turn off your sprinkler timers when rain is in the forecast. Only water early in the morning so water can soak in. Set irrigation timers to water before dawn.
- Water slowly in short, repeat cycles rather than one long application to avoid water runoff.
- Inspect your sprinkler system and repair leaks quickly.
- Choose plants (especially native plants) that are well suited to the soil, sunlight, and moisture conditions of the area. This reduces the need for fertilizers, pest control, and watering. And it saves money. A list of water wise plants can be found online at www.valleywater.org/Water/Water_conservation/In_the_home/Water-wise_plant_list.shtm
- Avoid using pesticides! Find out how to control pests in your garden the safe and less-toxic way.

For more gardening tips, call the Water Hotline at (408) 586-2605.

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in 2003, the City complied with the revised Federal THM standard of 80 ppb. The results of the 32 samples collected in 2003 varied from 37 to 143 ppm and the City's system wide running annual average ranged from 75.6 ppb to 79.5 ppb in 2003. Compliance with the 80 ppb standard is determined by the system-wide annual running average.

The City will be required to comply with the revised MCL of 80 ppb beginning in December 2004. Monitoring completed since April 2004 indicates a substantial reduction in THM levels in our water system and the individual results are below the revised MCL.

Successful Implementation of Chloramine

Beginning February 2, 2004, the SFPUC successfully implemented system-wide change to chloramine as the drinking water residual disinfectant. Many years in the planning, the change to chloramine will help the SFPUC to more consistently meet current and future water quality regulations and enhance water quality. Chloramine, a combination of chlorine and ammonia, is a more stable, longer-lasting disinfectant that produces lower levels of disinfection byproducts such as trihalomethane, a possible carcinogen.

The SFPUC and the City of Milpitas have conducted an extensive public awareness campaign prior to the conversion to notify sensitive users of the change in disinfectant, such as people with fish or amphibian tanks, kidney dialysis patients, and industrial/biotechnology businesses that use highly processed water. Chloramine must be removed from water for these sensitive users.



City of Milpitas Information Request Form

Name: _____

Address: _____

Milpitas, CA 95035

Daytime Phone #: _____

Please send me the following FREE items: (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Faucet Aerator (residents only)
Circle quantity: 1 or 2 | <input type="checkbox"/> Water Wise House Call Program | <input type="checkbox"/> Irrigation Technical Assistance
Program (Businesses only) |
| <input type="checkbox"/> Low Flow Showerheads (residents only) Circle quantity: 1 or 2 | <input type="checkbox"/> Washer Rebate Information | <input type="checkbox"/> Water Wise and less toxic
Gardening Tips |
| | <input type="checkbox"/> Residential Water Conservation Program | |

Return form to:

City of Milpitas
Utility Engineering Section
455 E. Calaveras Blvd.
Milpitas, CA 95035



Water Quality Data

None of the standards were exceeded in 2003. The tables on pages 6 through 8 list all the drinking water constituents that were detected during the 2003 calendar year. Unless otherwise noted, the data presented in this table is from testing done between January 1 and December 31, 2003. The State allows less than annual monitoring of some contaminants since concentrations of these constituents do not vary significantly from year to year.

The tables also include information on Public Health Goals (PHGs). PHGs are levels of drinking water constituents that are set by the State Office of Environmental Health Hazard Assessment (OEHHA). They are developed as goals because they are purely health-based objectives and may not be technically or economically feasible to achieve. None of the risk-management factors, such as analytical detection capability, treatment technology available, benefits and costs, are considered in setting the PHGs. Thus, the PHGs are not enforceable as are the maximum contaminant levels (MCLs).

Important Definitions for Understanding this Water Quality Report

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically or technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk of health. MRDLGs are set by the USEPA.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not

be exceeded at the consumer's tap.

Primary Drinking Water Standard or PDWS: MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirements.

Variances and Exemptions: State or USEPA permission not to meet an MCL or a treatment technique under certain conditions.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Waiver: State permission to decrease the monitoring frequency for a particular contaminant

2003 City of Milpitas Water Quality Data⁽¹⁴⁾

DETECTED CONSTITUENTS	Unit	MCL	PHG (MCLG)	Range	Average (Maximum)	Typical Sources in Drinking Water		
MICROBIOLOGICAL								
Total Coliform, percentage of positive detected	%	> 5% positive	(0)	ND	ND	Naturally present in the environment		
ORGANIC CHEMICALS ⁽¹⁵⁾								
Total Trihalomethanes (SFPUC and SCVWD Service Areas)	ppb	80	NS	37-143 ⁽¹⁶⁾	79.5 ⁽¹⁰⁾	By-product of drinking water disinfection		
Total Haloacetic Acids (SFPUC and SCVWD Service Areas)	ppb	60	NS	15.4-51.3	27.6 ⁽¹⁰⁾	By-product of drinking water disinfection		
INORGANIC CHEMICALS								
Chlorine Residual (SFPUC Service Areas)	ppm	MRDL=4	MRDLG=4	0.07-1.96	0.72	Drinking water disinfectant added for treatment		
Chlorine Residual (SCVWD Service Areas)	ppm	MRDL=4	MRDLG=4	0.52-2.20	1.48	Drinking water disinfectant added for treatment		
CONSTITUENTS WITH SECONDARY STANDARDS								
	Unit	SMCL	PHG	Range	Average	Typical Sources in Drinking Water		
Color (SFPUC Service Areas)	unit	15	NS	<5	<5	Naturally-occurring organic materials		
Color (SCVWD Service Areas)	unit	15	NS	<5	<5	Naturally-occurring organic materials		
Odor (SFPUC Service Areas)	TON	3	NS	<1	<1	Naturally-occurring organic materials		
Odor (SCVWD Service Areas)	TON	3	NS	<1	<1	Naturally-occurring organic materials		
Turbidity (SFPUC Service Areas)	NTU	5	NS	<0.05-0.74	0.12	Soil run-off		
Turbidity (SCVWD Service Areas)	NTU	5	NS	<0.05-0.12	0.06	Soil run-off		
LEAD AND COPPER RULE ⁽¹⁷⁾	Unit	AL	PHG	Range	90th Percentile ⁽¹⁸⁾	Total # of sites sampled	# of sites exceeding AL	Typical Sources in Drinking Water
Copper (SFPUC and SCVWD Service Areas)	ppb	1300	170	15-360	140	38	0	Internal corrosion of household plumbing systems
Lead (SFPUC and ACVWD Service Areas)	ppb	15	2	ND-31	4.8	38	1 ⁽¹⁹⁾	Internal corrosion of household plumbing systems

2003 SCVWD Water Quality Data^{(1) (13)}

DETECTED CONSTITUENTS	Unit	MCL	PHG (MCLG)	Range	Average (Maximum)	Typical Sources in Drinking Water
TURBIDITY⁽²⁾						
Filtered Water - Penitencia WTP, max turbidity	NTU	1 (TT)	NS	-	0.41	Soil run-off
minimum percentage of time < 0.3 NTU	%	95 ⁽⁶⁾ (TT)	NS	99.95% ⁽⁷⁾	-	Soil run-off
Filtered Water – Santa Teresa WTP, max turbidity	NTU	1 (TT)	NS	-	0.09	Soil run-off
minimum percentage of time < 0.3 NTU	%	95 ⁽⁶⁾ (TT)	NS	100% ⁽⁷⁾	-	Soil run-off
ORGANIC CHEMICALS						
Monochloramines	ppm	NS	NS	0-2.87	1.40	By-product of drinking water disinfection
Percent Monochloramine	%	NS	NS	0-100	84	By-product of drinking water disinfection
Total Chloramines	ppm	MRDL=4	MRDLG=4	0.69 – 2.89	1.69	By-product of drinking water disinfection
Total Organic Carbon ⁽⁹⁾	ppm	TT	NS	1.48 - 3.44	2.31	Various natural and manmade sources
INORGANIC CHEMICALS						
Aluminum	ppb	1000	600	51 - 68	58.5	Erosion of natural deposits
Fluoride	ppm	2	1	ND-0.1	ND	Erosion of natural deposits
Nitrate (as NO ₃)	ppm	45	45	2-5	3	Erosion of natural deposits, soil run-off
CONSTITUENTS WITH SECONDARY STANDARDS						
Chloride	ppm	500	NS	12-134	58	Runoff / leaching from natural deposits
Foaming Agents	ppm	0.5	NS	ND-0.06	0.03	Municipal and industrial waste discharge
Specific Conductance	µmhos	1600	NS	199-698	454	Substances that form ions when in water
Sulfate	ppm	500	NS	23.3-62.9	51.2	Leaching from natural deposits
Total Dissolved Solids	ppm	1000	NS	149-335	258.5	Runoff / leaching from natural deposits
Zinc	ppb	5000	NS	101-609	309	Runoff / leaching from natural deposits
OTHER WATER QUALITY PARAMETERS						
Alkalinity (as CaCO ₃)	ppm	NS	57-100	76.1		
Boron	ppb	1000	122-184	140.4		
Bromide	ppb	NS	<0.05-0.06	<0.05		
Calcium	ppm	NS	15.5-33.2	24.5		
Chlorate	ppm	NS	0.11-0.19	0.14		
Free Ammonia Nitrogen	ppm	NS	0.06-0.34	0.18		
Hardness (as CaCO ₃)	ppm	NS	51-185	105		
Lithium	ppb	NS	ND-3	0.8		
Magnesium	ppm	NS	11.1-26.2	18.0		
Molybdenum	ppb	NS	ND-2.0	1.0		
Phosphate	ppm	NS	1.00-1.40	1.14		
Potassium	ppm	NS	1.79-5.40	3.47		
Silica	ppm	NS	9.44-31	18.31		
Sodium	ppm	NS	23-84	51.5		
Vanadium	ppm	NS	ND-4	1.5		

Penalties and Service Charges for Utility Services

City customers will be subjected to the following penalties and service charges:

- **Late Payment and Water Service Shutdown:**
 - Reminder notice and 5% of the unpaid balance if water, sewer, recycled water and solid waste bills are not paid within 15 business days, an additional 5% on the unpaid balance if bills not paid within 15 business days of reminder bill

- \$10.00 service charge for tagging doors with 24-hour water shutdown notices for water, recycled water, sewer, and solid waste bill non-payments
- \$50 service charge during business hours and \$75 after business hours for water service reconnection
- **Tampering Charges :**
 - A minimum penalty of \$150 per occurrence for tampering with City property such as lock or meter.

- **Illicit Water Use from Fire Services:**
 - A penalty of \$14.75 per hcf for water use that exceeds 1 hcf per billing period.

The purpose of these charges is to deter delinquent accounts and illicit activities. These penalties and service charges will become effective for utility bills issued on or after August 6, 2004 for meters read on or after July 26, 2004.

2003 SFPUC Water Quality Data ⁽¹⁾ ⁽¹²⁾

DETECTED CONSTITUENTS	Unit	MCL	PHG (MCLG)	Range	Average (Maximum)	Typical Sources in Drinking Water
TURBIDITY⁽²⁾						
Unfiltered Hetch Hetchy Water	NTU	5 ⁽³⁾ (TT)	NS	0.24 - 0.74 ⁽⁴⁾	(1.58) ⁽⁵⁾	Soil run-off
Filtered Water - Sunol Valley WTP, max turbidity	NTU	1 (TT)	NS	-	(0.4)	Soil run-off
minimum percentage of time < 0.3 NTU	%	95 ⁽⁶⁾ (TT)	NS	99% ⁽⁷⁾	-	Soil run-off
ORGANIC CHEMICALS⁽⁸⁾						
Total Organic Carbon ⁽⁹⁾	ppm	TT	NS	2.4 - 3.3	2.8	Various natural and manmade sources
INORGANIC CHEMICALS						
Aluminum	ppb	1000	600	33 - 40	36.5	Erosion of natural deposits
Barium	ppb	1000	2000	<5 - 67	34	Erosion of natural deposits
Fluoride ⁽¹¹⁾	ppm	2	1	<0.1 - 0.2	0.1	Erosion of natural deposits
Nickel	ppb	100	12	<1 - 1	<1	Erosion of natural deposits
Nitrate (as NO ₃)	ppm	45	45	0.2 - 0.7	0.45	Erosion of natural deposits, soil run-off
CONSTITUENTS WITH SECONDARY STANDARDS						
Chloride	ppm	500	NS	<3 - 22	8	Runoff / leaching from natural deposits
Iron	ppb	300	NS	<10 - 28	14	Leaching from natural deposits
Specific Conductance	µmhos	1600	NS	29 - 398	185	Substances that form ions when in water
Sulfate	ppm	500	NS	1 - 43	22	Leaching from natural deposits
Total Dissolved Solids	ppm	1000	NS	20 - 180	100	Runoff / leaching from natural deposits
OTHER WATER QUALITY PARAMETERS						
Alkalinity (as CaCO ₃)	ppm	NS	10 - 156	67		
Boron	ppb	1000	<100 - 150	<100		
Calcium	ppm	NS	4 - 30	17		
Hardness (as CaCO ₃)	ppm	NS	8 - 140	56		
Magnesium	ppm	NS	<0.5 - 13	6.5		
Potassium	ppm	NS	<0.5 - 2	1		
Silica	ppm	NS	5 - 7	6.0		
Sodium	ppm	NS	3 - 27	15		

NOTES:

- (1) All results met State and Federal drinking water regulations.
- (2) Turbidity is the water clarity indicator; it also indicates the quality of the water and the treatment system efficiency.
- (3) The turbidity standard for unfiltered supplies is 5 NTU.
- (4) Results are based on monthly average turbidities measured at Tesla Portal.
- (5) Higher turbidities occurred in the Hetch Hetchy system but the water was not served to customers.
- (6) For filtered supplies, two turbidity standards apply. These are: turbidity should be less than 0.3 NTU at least 95% of the time and 1 NTU maximum.
- (7) The reported data is the minimum percent of time that the filtered water has turbidity less than 0.3 NTU.
- (8) DOHS has approved SFPUC's request for a waiver of 76 additional synthetic organic chemicals.
- (9) Total Organic Carbon is a precursor for disinfection byproducts formation. SFPUC data obtained from effluent monitoring at Sunol Valley Water Treatment Plant.
- (10) The reported data is the highest running annual average value
- (11) Data are source water fluoride levels obtained from Hetch Hetchy, Calaveras and San Antonio Reservoirs.
- (12) Water quality data in SFPUC transmission system.
- (13) The range for SCVWD data is based on range of test results at Penitencia and Santa Teresa Water Treatment Plants. The average is the mean of the averages from these two plants.
- (14) City of Milpitas data is data from City's water distribution system.
- (15) The current standard is 80 ppb, but Milpitas has been granted an extension of the 100 ppb standard until SFPUC completes improvements.
- (16) The results of the 32 samples collected in 2003 varied from 37 to 143 ppm. However compliance with the 80 ppb standard is determined by the annual running average. The annual running average in 2003 ranged from 75.6 ppb to 79.5 ppb.
- (17) Of the 38 sites selected for lead and copper monitoring, 26 were in the SFPUC service area and the remaining 12 in SCVWD service area.
- (18) The 90th percentile level of lead or copper must be less than the action level.
- (19) Though one site exceeded lead action level, the City is in compliance based on 90th percentile result.

KEY

<	= Less Than
AL	= Action Level
ND	= Not Detectable at testing limit; below the detection limit of the test
NS	= No Standard
NTU	= Nephelometric Turbidity Units
ppb	= Parts per billion
ppm	= Parts per million
µmhos/cm	= micromhos/centimeter
TON	= Threshold Odor Number

Give Your Home A Check Up!

The FREE Water Wise House Call will help you learn how to efficiently manage your water use, both indoors and out. Trained surveyors will come to a resident's home and check toilets for leaks, offer waterwise landscaping tips, install free showerheads and faucet

aerators, check irrigation system efficiency, and review past water use patterns. House Calls are available Monday – Saturday during daylight hours.

Get started today! Call ConserVision at (800) 548-1882 to arrange an appointment.



Fluoridation

With the passage of State Assembly Bill 733 in late 1995 requiring fluoridation, consumers have asked when fluoridation will begin. Optimal amounts of fluoride help reduce tooth cavities.

In 2003, the SFPUC water supplied to your system is non-fluoridated, although the supply does have natural low levels of fluoride. An environmental review for a regional fluoridation facility to be constructed in the East Bay by SFPUC was completed in February 2002. The SFPUC is currently designing the new facility, and anticipates its operation by 2006. A public outreach program will be conducted to inform the public in advance about the change in the fluoride level of their water.

Hydrant and Water Main Flushing

You may have noticed City crews flushing fire hydrants in your neighborhood. Although

it may appear to waste water, flushing is part of a routine maintenance program necessary to remove sediment from lines and keep the entire distribution system refreshed. City crews maintain nearly 200 miles of water lines and more than 1,600 fire hydrants throughout the City.

As a result of the flushing procedure, residents in the immediate vicinity of the work may experience temporary discoloration of their water. This discoloration consists of harmless precipitates and does not affect the safety of the water. If you experience discoloration in your water after crews have been flushing in your neighborhood, clear the



water from your home pipes by running water faucets for a few minutes.

The New Wave – Recycled Water

Using recycled water instead of potable water for irrigation and industrial purposes increases the availability of potable water. In the past, Santa Clara County retailers have mandated water conservation measures to address shortages due to drought conditions. One of the biggest advantages of recycled water is that it remains a reliable supply even during droughts.

Recycled water from the San Jose/Santa Clara Water Pollution Control Plant undergoes an extensive treatment process including filtration and disinfection. The recycled water is delivered to landscape irrigation and industrial process consumers in San Jose, Santa Clara and Milpitas.

Phase 1 of the recycled water program is complete and currently provides recycled water to about 135 customers in Milpitas. The next phase is nearing completion to provide water to some City parks, schools and industrial areas over the next year. About 70 more customers will be switching to the recycled water in



the next three years. For more information, please visit South Bay Water Recycling Program's web site at www.ci.san-jose.ca.us/sbwr/.

Lead and Copper Testing – Extra Steps to Make Water Safe for Residents

In 1991, the U.S.EPA adopted the Lead and Copper Rule requiring all cities, including Milpitas, to perform lead and copper testing. The City's public water supply system does not have detectable levels of lead or copper. However, these metals may leach into the water from home plumbing.

Results of the most recent monitoring showed that both lead and copper levels were below federal standards of 15 ppb for lead and 1300 ppb for copper, although the lead level is still slightly above the Public Health Goal level of 2 ppb (see discussion on Public Health

Goals). Since the City complies with standards, DHS has waived the annual monitoring requirements. Instead, the City will monitor lead and copper every three years, with the next monitoring occurring in September 2004.

How Can I Get Involved?

Regular City of Milpitas Council meetings occur on the first and third Tuesdays of every month at 7:00 p.m. and are held in the Council Chambers of the City Hall located at 455 E. Calaveras Boulevard in Milpitas. City Council Agendas are posted prior to each meeting at City Hall and on the City's web site at www.ci.Milpitas.ca.gov

Be the Solution to Water Pollution

Ever wonder where that storm drain goes? Unlike indoor plumbing, the storm drain carries water and urban pollution directly to your neighborhood creeks and eventually to the San Francisco Bay without treatment!



**NO DUMPING
FLOWS TO BAY**



Here are a few simple things you can do to prevent pollution of our creeks and Bay:

Bring household hazardous wastes such as batteries, paints, fluorescent lamps, and used motor oil to your local hazardous waste collection facilities! Call (408) 299-7300 to make an appointment.

Wash your car on a lawn or gravel driveway. Better yet, use a commercial car wash that recycles water.

Keep yard wastes, dirt, and trash out of your neighborhood streets and storm drains. Sweep up leaves, dirt, and waste and place in the proper bins for recycling or garbage collection.

Obey pooper scooper laws! Keep pet waste away from neighborhood streets and storm drains.

Apply pesticides sparingly. Learn to control pests the less-toxic way. Visit www.watershedwatch.net or call the Water Hotline at (408) 586-2605

For more ways to prevent pollution of Milpitas' creeks and the Bay, call the Water Hotline at (408) 586-2605.



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Use Water Wisely



High Efficiency Toilet Rebates

Older, inefficient toilets installed prior to 1994 are the largest water-guzzling appliance in your home accounting for 30% of the total water used indoors. The Santa Clara Valley Water district is offering a rebate for the replacement of an inefficient toilet with a new High Efficiency toilet. For information on current toilet rebate programs, please call (408) 586-2605.

Check for Leaks

Don't throw your savings down the drain! Use your water meter to check for leaks. First, turn off all faucets and appliances that use water. Next, read your water meter. Wait half an hour, then read your water meter again.

If the reading changes, you have a leak and the most likely source is your toilet. A leaking toilet can waste up to 200 gallons per day and that means water and money going down the drain! Test for leaks by putting ten drops of food coloring in the toilet tank. Wait 15 minutes and if the colored water shows up in the toilet bowl, the tank is leaking.

Washer Rebate Program

Buy a high efficiency clothes washer and receive a rebate from the Santa Clara Valley Water District. The rebate amount varies by type of machine (Residential or Commercial) and efficiency rate. For information call (408) 265 2607 (ext.2554).

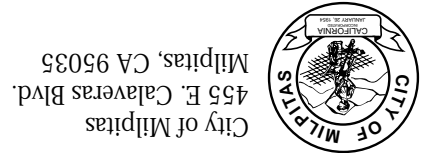
Get WET! (Water Efficient Technologies)

This program offers rebates to commercial and industrial water customers for the implementation of process and equipment changes, which reduce water usage and consequently sewer flows. Call (408) 265-2607, ext. 3201.

2004 Consumer Confidence Report

City of Milpitas
Postal Patron

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Permit No. 4



Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.
此份有關你的食水報告,內有重要資料和訊息,請找
他人為你翻譯及解釋清楚。
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他人為你翻譯及解釋清楚。
यह सूचना महत्वपूर्ण है।
कृपया कार्डों किमी से:सका अज्ञात कार्डों।

This report contains important information about your drinking water.
Translate it, or speak with someone who understands it.
Este informe contiene información muy importante sobre su agua
beber. Tradúzcalo o hable con alguien que lo entienda bien.
Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Visit our web site at **www.ci.Milpitas.ca.gov**

To find out more about drinking water treatment,
quality and regulations visit these home pages on
the internet:

American Water Works Association
www.awwa.org/

California Department of Health Services,
Division of Drinking Water and Environmental
Management
www.dhs.ca.gov/ps/ddwem/

United States Environmental Protection Agency
www.epa.gov/safewater

Santa Clara Valley Water District
www.valleywater.org

San Francisco Public Utilities Commission
www.sfwater.org

The City of Milpitas is a member of
American Water Works Association,
the Bay Area Water Users Association and the
Bay Area Water Supply and Conservation Agency.

At Your Service

The City of Milpitas is Here for You

At the City of Milpitas, we value our consumers and work hard to ensure their satisfaction. If you have any questions or comments about this report, please call the appropriate number below.

Billing Questions	(408) 586-3100
Water Conservation Hotline	(408) 586-2605
Water Emergencies	(408) 586-2600
Water Emergencies	(408) 586-2400 (After hours)
Water Quality Questions	(408) 586-3348
EPA Safe Drinking Water Hotline	(800) 426-4791